

# Re-opening Corona / COVID-19

## Important information for patients



We now have to screen every patient before treatment. If we cannot complete a coronavirus check, we will have to cancel your appointment.



For your safety and that of our staff, the practice doors will be locked. We will let you in when it's safe to do so.



We have implemented new operating procedures recommended by NHS England including use of appropriate PPE, improved infection control and prevention measures and adherence to social distancing.



We are still the same friendly team behind the PPE! Our standard of care is the same, but now we've increased our sanitisation procedures.

# 1

## BEFORE YOUR APPOINTMENT



We will be sending you key information via email.



We will ask you to complete a virus screening check.



You may be asked to complete a new medical history form.



If you pay for your dental treatment, you will be asked to pay in advance online or over the phone in order to minimise contact and risk at the Practice.

# 2

## ON THE DAY OF YOUR APPOINTMENT



Before you arrive, please hydrate and brush your teeth.



Call us when arriving. Remain in your car or outside the practice.



Please bring only what you need and limit bringing valuables.

# 3

## WHEN YOU ENTER THE PRACTICE



Before entry, we will need to take your temperature.



You will be asked to leave belongings at the entrance.



We provide a mask and you will need to sanitise your hands.



Our reception team will be sat behind a screen for protection.



You will be guided straight to the treatment room.



Please observe the 2m social distancing guidance at all times while at the Practice.

# 4

## ONCE INSIDE THE SURGERY



Our team will be wearing extra PPE (protective gear).



Treatment areas are disinfected between each patient.



You may be asked to swill with a hydrogen peroxide solution.



Patients will be prioritised for urgent non Aerosol Generating Procedures (AGPs) with a gradual transition to AGPs based on the latest guidance. In the interim, patients may still be referred to Urgent Dental Care centres (UDCs)

Stay Safe

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